



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**EMPLOYMENT SERVICES SUPERVISOR,  
SENIOR  
HUMAN SERVICES**

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for the oversight and management of the Employment Services Bureau programs, including Virginia Initiative for Employment not Welfare (VIEW), Supplemental Nutrition Assistance Program Employment and Training (SNAPET) and Shared Network Access Point (SNAP) Lab in agreement with Workforce Development. Reports to the Deputy Director of Human Services.

## **ESSENTIAL JOB FUNCTIONS**

Supervise Employment Services staff and monitors and reviews case actions; interprets and clarifies program policies and procedures and assists with difficult and controversial cases; participates in planning and managing the administration of all employment services programs and procedures ensuring agency goals, objectives and performance standards are achieved and maintained; and develops, implements and monitors departmental management plans and provides recommendations on budget issues and departmental policies and procedures.

Responsible for the effective supervision and administration to include staff development and training, workforce planning, performance management, employee relations, prioritizing and assigning work and related activities.

Evaluates resource needs and manages the effective deployment of resources. Participates on agency management teams to provide input into the development and implementation of agency policies; assists with strategic planning, research, studies and special projects and responds to inquiries related to Human Services programs and agency policies.

Assists with job search development, activities, leads, placement, retention and career counseling; monitors work site placements, public services and community work experience activities and career counseling workgroups. Makes community and agency resources referrals to assist with supportive and emergency services, including childcare, transportation, tools, uniforms, shelter and school expenses; issues vouchers and ensures payment of credit authorizations. Maintains current case records and related information electronically and manually; prepares reports as needed.

Serve on various committees and task force groups; attends training sessions, unit meetings, make presentations to groups and involved in other public relations activities and assist with special projects; attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups; and makes service referrals within the department and to other agencies as needed and resolves a variety of customer's concerns.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Human Services - Thorough knowledge of human services programs and policies including federal, state, and local regulations. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and courteous relationships with employees and the public. Effectively responds to routine inquiries and disputes.

## **REQUIRED ABILITIES**

- Coordination of Work - Ability to establish and implement effective employment services programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate ideas and proposals verbally and in writing effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in Counseling and Guidance, Human Services, Social Work, Psychology, or a related field and 5 years of progressively responsible related experience including 3-5 years of supervisory experience, or an equivalent combination of education and experience. A

Master's Degree is desirable. A Virginia Certified Workforce Development Professional Certification is also preferred.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

### **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.